



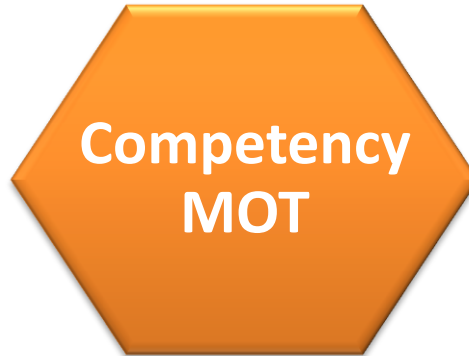
Roger Langford
Key Account Director
November 2011

Strategy Supporting
Competence
Development



Service Offering

Currency



Policies & Procedures
Supporting Competence
Development



Processes
Supporting
Competence
Development



Gap Analysis
v
Gold Standard

Process Performance 2011

- **Proposals Submitted** **56**
- **Accepted** **33**
- **Pending** **13**
- **Rejected** **10**